

# CITY OF MILWAUKIE

## **CLASSIFICATION: Library Assistant I**

Department: Library  
FLSA Status: Nonexempt  
Pay Grade: 52  
Union Representation: AFSCME

### **CLASSIFICATION SUMMARY:**

Performs a variety of customer service and clerical support within the Library. Works at the circulation desk; processes holds and returns; shelves books; and assists library patrons in person and on the telephone. This entry level classification is distinct from the Library Assistant II which performs more complex duties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)*

1. Works at Library service desk to provide general assistance for library patrons including checking materials in and out, answering phones, processing payments for fines and fees, creating new library accounts, and answering general reference and reader's advisory questions.
2. Maintains positive public relations with customers and is responsive to customer needs.
3. Shelves returned items and holds; shelf-reads and straighten library materials.
4. Runs reports and searches for and retrieves items that are missing or on hold lists.
5. Physically prepares books for circulation and repairs damaged materials.
6. Trains volunteers and monitors work assignments.
7. May prepare the library for opening and/or closing.
8. May assist with library programs.
9. May represent the Library on assigned professional committees.
10. Performs related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### **Knowledge of:**

- Library classification systems and library circulation.

## **LIBRARY ASSISTANT I**

### **Skills and Abilities to:**

- Accurately maintain library filing systems.
- Operate basic office equipment.
- Work effectively with the public.
- Shelf large volume of books and other library materials.
- Establish and maintain effective working relationships.
- Work as a team member.
- Perform the essential functions of the job.

### **Required Education, Training and Experience**

*(Any combination of education and experience that has provided the knowledge, skills and abilities to perform the essential duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)*

- High school diploma or GED desired.
- One year of computer, clerical, customer service and/or library experience, may be volunteer experience, desired.
- Bilingual Spanish desired.

### **Licensing/Special Requirements:**

- Must be able to pass Department's security clearance standards.
- Requires the possession of a valid driver's license or an acceptable alternative method of transportation that allows the incumbent to perform the duties of the position.

### **SUPPLEMENTAL INFORMATION:**

#### **Tools and Equipment Used:**

- Computer and printer, scanner, RFID pad, credit card machine, copy machines, telephones.
- Microsoft products including but not limited to Microsoft 365, Excel, Word, Teams, Outlook.

#### **Supervision:**

- This is not a supervisory classification; however, may provide direction to volunteers.
- Position receives supervision from the Circulation Supervisor or on duty manager.

## LIBRARY ASSISTANT I

### **Working Conditions:**

*(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions.)*

- Work is generally performed indoors in a library setting.
- There is some stooping and reaching involved in shelving materials.
- There is some lifting of book crates that may weigh up to 40 pounds.
- Evening and weekend work are required.

***The job classification description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

### **Classification History:**

Drafted:

Adopted: 11/20/90

Revised: 07/28/94, 11/01/96, 02/01/03, 11/30/04, 6/18 title change, 3/4/2021